

## EPSB Customer Satisfaction Survey

### Results Overview



Date: 6/8/2009 10:42 AM PST  
Responses: Completes  
Filter: No filter applied

Please take a few moments to complete our survey regarding your experience when contacting the staff of the KY Education Professional Standards Board (EPSB). Your feedback is important to us. Your responses will help us to address any issues that you may have as well as to better target our services to meet your needs. Your responses will be kept confidential and will not be used for any purpose other than research conducted by EPSB. You will be asked to respond to similar questions regarding the various divisions of the EPSB staff, and you will need only to respond with regard to those divisions with which you have had direct contact within the past one year. This survey will take less than 10 minutes to complete.

#### 1. What is your primary role with your organization?






University/College Dean or Chairperson		21	2%
University/College Certification Official		18	2%
University/KTIP Coordinator		9	1%
District Superintendent		80	9%
District Human Resources/Personnel Official		85	10%
District LEAD Coordinator		110	13%
District KTIP Coordinator		97	11%
Principal/Assistant Principal		476	55%
Other		82	9%

#### 2. How would you describe your experience(s) with your initial contact with the EPSB switchboard staff?

Friendly and helpful		744	86%
Neutral		116	13%
Indifferent and not helpful		3	0%

#### 3. Approximately how many times have you contacted the EPSB Division of Certification within the past 12 months? (This division handles the processing of educator certification and renewal, as well as the LEAD & HQ reporting processes.)

		409	47%
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0-3			
4-6		184	21%
7-10		91	10%
10-20		92	11%
More than 20 times		91	10%
Total		867	100%

**4.** Overall, how satisfied are you regarding your contact with the EPSB Division of Certification with regard to the following areas?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Unsatisfied	Very unsatisfied	No Opinion or Not Applicable
Courtesy	573 66%	227 26%	7 1%	9 1%	51 6%
Knowledge Level of Staff	554 64%	236 27%	12 1%	11 1%	54 6%
Accuracy of Information Received	587 68%	208 24%	10 1%	11 1%	51 6%
Accessibility of Staff	422 49%	317 37%	61 7%	14 2%	53 6%
Willingness to Work on Problem Situations	555 64%	220 25%	13 1%	14 2%	65 7%
Timeliness of Response (if applicable)	517 60%	251 29%	24 3%	12 1%	63 7%

**5.** Approximately how many times have you contacted the EPSB Division of Legal Services within the past 12 months? (This division handles the educator disciplinary cases, as well as the Code of Ethics training and related legal questions.)

0-3		809	93%
4-6		39	4%
7-10		12	1%
10-20		6	1%
More than 20 times		1	0%
Total		867	100%





**6.** Overall, how satisfied are you regarding your contact with the EPSB Division of Legal Services with regard to the following areas?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	No Opinion or Not Applicable

Courtesy	220 25%	92 11%	3 0%	2 0%	550 63%
Knowledge Level of Staff	222 26%	89 10%	5 1%	1 0%	550 63%
Accuracy of Information Received	217 25%	91 10%	6 1%	2 0%	551 64%
Accessibility of Staff	191 22%	111 13%	13 1%	4 0%	548 63%
Willingness to Work on Problem Situations	209 24%	91 10%	7 1%	6 1%	554 64%
Timeliness of Response (if applicable)	199 23%	93 11%	13 1%	10 1%	552 64%

7.

Approximately how many times have you contacted the EPSB Division of Educator Preparation within the past 12 months? (This division handles the review of teacher preparation programs, as well as Title II reporting and the KEPP Report Card.)

0-3		699	81%
4-6		93	11%
7-10		36	4%
10-20		26	3%
More than 20 times		13	1%
Total		867	100%

8.






Overall, how satisfied are you regarding your contact with the EPSB Division of Educator Preparation with regard to the following areas?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	No Opinion or Not Applicable
Courtesy	363 42%	137 16%	4 0%	3 0%	360 42%
Knowledge Level of Staff	352 41%	140 16%	12 1%	3 0%	360 42%
Accuracy of Information Received	351 40%	140 16%	10 1%	4 0%	362 42%
Accessibility of Staff	314 36%	168 19%	18 2%	7 1%	360 42%
Willingness to Work on Problem Situations	347 40%	142 16%	12 1%	5 1%	361 42%
Timeliness of Response (if applicable)	325 37%	160 18%	8 1%	5 1%	369 43%

9.

Approximately how many times have you contacted the EPSB Division of Professional Learning and Assessment within the past 12 months? (This division handles the Kentucky Teacher Internship Program,




educator assessment, the CEO program, and National Board certification.)

0-3		645	74%
4-6		111	13%
7-10		44	5%
10-20		43	5%
More than 20 times		24	3%
Total		867	100%

**10.** Overall, how satisfied are you regarding your contact with the EPSB Division of Professional Learning and Assessment with regard to the following areas?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	No Opinion or Not Applicable
Courtesy	386 45%	146 17%	6 1%	7 1%	322 37%
Knowledge Level of Staff	384 44%	141 16%	14 2%	5 1%	323 37%
Accuracy of Information Received	387 45%	145 17%	9 1%	6 1%	320 37%
Accessibility of Staff	328 38%	182 21%	26 3%	10 1%	321 37%
Willingness to Work on Problem Situations	370 43%	149 17%	10 1%	7 1%	331 38%
Timeliness of Response (if applicable)	353 41%	158 18%	19 2%	7 1%	330 38%

**11.** Approximately how many times have you contacted the EPSB Technology Department within the past 12 months? (This department handles technology issues including the resetting of educator passwords for use on EPSB's Kentucky Educator Certification Inquiry application.)

0-3		808	93%
4-6		40	5%
7-10		14	2%
10-20		3	0%
More than 20 times		2	0%
Total		867	100%

**12.** Overall, how satisfied are you regarding your contact with the EPSB Technology Department with regard to the following areas?





Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	No Opinion or Not Applicable

Courtesy	298 34%	114 13%	2 0%	3 0%	450 52%
Knowledge Level of Staff	302 35%	109 13%	2 0%	3 0%	451 52%
Accuracy of Information Received	296 34%	115 13%	2 0%	3 0%	451 52%
Accessibility of Staff	265 31%	136 16%	13 1%	3 0%	450 52%
Willingness to Work on Problem Situations	292 34%	116 13%	0 0%	4 0%	455 52%
Timeliness of Response (if applicable)	277 32%	127 15%	4 0%	4 0%	455 52%

### 13. Overall, how would you rate the EPSB website with regard to the following areas?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Excellent	Good	Acceptable	Poor	No Opinion or Not Applicable
Clarity in Layout	412 48%	351 40%	67 8%	10 1%	27 3%
Ease of Navigation	386 45%	348 40%	91 10%	16 2%	26 3%
Logical Organization	396 46%	350 40%	84 10%	10 1%	27 3%
Amount of Information Available	498 57%	287 33%	51 6%	5 1%	26 3%
Visual Appeal	403 46%	340 39%	86 10%	9 1%	29 3%

### 16. Thinking of similar state agencies with which you have regular contact, how would you compare the service offered by the EPSB staff?

Much better		348	40%
Somewhat better		292	34%
About the same		217	25%
Somewhat worse		9	1%
Much worse		1	0%
Total		867	100%